



Policy on Feedback Mechanism

INTRODUCTION/PREAMBLE

Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities, and challenges faced by the organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

Feedback from students, employees, alumni inculcate a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization to remain aligned to goals. It is part of the continuous learning process for regular improvisations to serve better.

JDMC in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with the responsibility for arranging feedback responses from all stakeholders on quality related institutional processes.

FEEDBACK MECHANISM

JDMC has fourteen departments. For uniformity and standardization of procedures, these guidelines shall be applicable to all the departments of JDMC. Apart from this central mechanism, it is desirable that each department creates their own internal mechanisms of obtaining feedback from students and faculty members for continuous improvements in their respective faculties.

The central feedback mechanism in JDMC will include the following steps:



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A) Format preparation:

The format for each type of feedback to be filled by each stakeholder shall be prepared by feedback committee under IQAC. The feedback forms to be collected electronically shall be prepared through a central email id monitored by feedback committee under IQAC. The online feedback forms can be accessed through the college website.

STAKEHOLDERS

The multiple stakeholders of the college are:

- Students
- Teachers
- Parents
- Alumni
- Employers

1) TYPES OF FEEDBACK

2.1 Students' feedback: The students are they are the most important stakeholders in the college. The standard format will be circulated from IQAC to the students through the TICs to understand about the teaching methods used and the learning environment during classroom teaching. This shall be collected under the supervision of the TICs with minimum of once every year. This shall be collected by students of every semester/year about the faculty members teaching in that year/semester. Feedback is sought from them in four major sections as under. The sample format is placed at Annexure I:

- Section I: Feedback about Curriculum :**The feedback about curriculum will collect students' input on all aspects of curriculum component including the course content, learning resources, learning environment, quality of delivery and assessment. It will also enquire about specific topics in the course content which the student feels should be added or deleted as per the professional scenario. This forms an integral part for any quality assurance system. This feedback shall be collected by students of every semester/year at the end of semester/year as



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applicable. As the curriculum is designed by University of Delhi, all points relevant for them will be forwarded for their perusal and necessary action.

- b) Section II: Feedback about Academic Environment: This shall involve feedback about quality of teaching.
- c) Section III: Feedback about Opportunities provided by college: This shall involve feedback on all the additional opportunities provided to the students for an overall growth. These shall include various clubs/societies, outreach programmes, Add-on courses, webinars, visits, career/ placement opportunities, general environment conducive to good learning and growth etc.
- d) Section IV: Feedback about Infrastructure: This will entail feedback about all the infrastructure and facilities in the college. All areas of JDMC dealing with students namely classrooms, library, availability of online platforms for various classes, transportation, hostels, cafeteria, rest rooms, campus life shall be covered in this particular feedback. This shall be collected once a year from all the students irrespective of their semester/year. However, major emphasis would be on the graduating students of final semester/year to understand their overall impression related to the institute during their course of study.

1.2 Faculty feedback: The purpose of this feedback is to obtain the teachers input on the overall educational environment in the College. This feedback will specifically target the inputs of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The feedback from teachers will be collected once during an academic year. The sample format is placed at Annexure II.

1.3 Alumni feedback: The purpose of this feedback is to obtain the inputs from the alumni on the quality of course/program at JDMC. This will also help in assessing the extent of attainment of the programme outcomes. This feedback will be



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collected from all participating alumni of JDMC during annual Alumni meet or through e-mail. The format for feedback shall be shared by IQAC to the Alumni coordinators for collection of feedback either manually or electronically. The collected feedback will be submitted by the alumni coordinators to IQAC for analysis and necessary action. The sample format is placed at Annexure III.

1.4 Employers feedback - The purpose of this feedback is to obtain the employers input on the quality of the graduates at JDMC and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations and knowledge acquired during their learning can also be assessed. The formats prepared by IQAC shall be submitted to Placement Cell for collection of feedback by the recruiters manually or electronically. The collected feedback, shall be submitted to respective departments for necessary action at their end. The sample format is placed at Annexure IV.

1.5 Parents feedback – JDMC takes the initiative of meeting the parents either directly or through the Parent representatives in the IQAC to apprise parents and guardians with the academic and professional opportunities being provided to their ward. Feedback from parents towards institutional delivery of academics including course employability, skill training, practical learning and their overall satisfaction related to the progress of their ward will be collected manually/electronically by IQAC. The sample format is placed at Annexure V.

B) Circulation of Feedback Formats - The feedback forms shall be circulated through IQAC to the concerned department dealing with the stakeholder.

Type of feedback	Mechanism of circulation
Students Feedback	Departments
Faculty Feedback	Departments
Alumni feedback	Departments/ Alumni Association
Employers feedback	Placement Cell/Departments



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Parents feedback	Departments/ Parent Representatives
Non-Teaching Staff	Through Admin Office

C) **Collection of Data** – The data of the feedback shall be collected as follows:

Type of feedback	Mode	Collecting body	Schedule of collection
Students Feedback	Online	Department	Annually
Faculty Feedback	Online/offline	Department	Annually
Alumni Feedback	Offline/online	Alumni Asso/ Deptt	Annually/ Meet
Employers Feedback	Online/offline	Placement/ Deptt	Annually
Parents feedback	Online/offline	IQAC	Annually
Non-Teaching Staff	Online	A.O.	Annually

D) **Analysis of Feedback Received** - The feedback received will be analyzed offline or online as per the mode of collection and results will be reviewed as follows:

Type of feedback	Analysis and review by
Students Feedback	IQAC/ Feedback Committee
Faculty Feedback	IQAC/ Feedback Committee
Alumni feedback	IQAC/ Feedback Committee
Employers feedback	IQAC/ Feedback Committee
Parents feedback	IQAC/ Feedback Committee
Non-Teaching	IQAC/ Feedback Committee

E) **Action Taken** - All feedback analysis and recommended actions must be approved by the Principal prior to implementation. The record of the same must be held by IQAC.



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Type of feedback	Action taken by
Students Feedback	Departments/ Admn
Faculty Feedback	Department/ Admn
Alumni feedback	Alumni Asso/ Admin/ Deptt
Employers feedback	Admn
Parents feedback	Deptt/ Admn
Non -Teaching	Admn

NOTE: The action taken report by each concerned Dept/Faculty shall be submitted to IQAC within a month of analysis of feedback. All feedbacks concerning the University must be forwarded to Registrar/ Dean of the University of Delhi by IQAC after due approval from the Principal.

III) Revision of Feedback Form - The feedback forms can be revised as per requirements. The revisions shall be made by the feedback committee and shall be approved by IQAC.

IV) Role of Feedback Committee - The feedback committee of IQAC shall serve the following functions :

- 1) Preparation of feedback formats for each stakeholder of JDMC for either mode of collection.
- 2) Generation of electronic forms and ensure their access on the website.
- 3) Analysis of feedback responses received.
- 4) Presentation of recommendations after analyzing feedback to IQAC.
- 5) Revision of the formats as per requirement.



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